

NETWORK MANAGER REPORT



JANUARY 2007

SUBMITTED BY Sloane Wright, General Manager

OVERVIEW

Operations

The New Year is off to a strong start with many applications experiencing increased adoption rates. Alabama Interactive continued to work diligently on the final stages of several updates and New Year requirements with different agencies. In addition, the website redesign for the Alabama Defense Force has been turned over to ISD for hosting. Several new projects have been added to both the project queue as well as the pipeline. We are focused on making 2007 an excellent year for Alabama e-Government.

Highlights during the month were:

- The Alabama State Defense Force website redesign was completed in January and will be hosted by ISD. The website was designed based on the template provided by ISD to match the look and feel of other recently redesigned military websites.
- The Alabama Department of Industrial Relations unemployment merchant service application processed over \$2.5 million dollars in statutory fees for the month of January. This was an increase in collections of more than 30 percent over January 2006.
- The Alabama Department of Revenue Tax Estimation application has processed well over \$1 million dollars in taxes during January 2007. Over 10% of the total taxes collected online with this application in 2006 have already been processed in January alone. This year will be the application's first full tax year in production.
- The Alabama Board of Professional Engineers and Land Surveyor's Certificate of Authorization application completed its first renewal period in January. With over 500 renewals online, the application experienced a 26% adoption rate even though the online application began late in the renewal period.
- The Alabama Board of Professional Engineers and Land Surveyors' Certificate of Authorization application will enter its first late renewal beginning February 1. The late renewal period lasts until the next renewal period begins in the Fall.
- The Alabama Department of Public Health's Provider Service Facility renewal application saw more than 900 facilities renew online this year, an increase of over 30% compared to 2005. Updates to the application encouraged users to turn to the internet for their renewal because they could print their certificate instantaneously.
- The Alabama Department of Revenue, Seven Day Temporary Trip and Fuel permitting application doubled in transaction volume between January 2006 and January 2007. This increase was from 40 permits in January of 2006 to 80 in 2007.

Marketing

The Official Website of the State of Alabama, alabama.gov was listed in the January edition of "Alabama People and Places". The listing is housed on the back cover and is within in a section that is encouraging people who would like to learn more about Alabama to do so online. alabama.gov made the top of the list, followed by the Alabama Public Library Service and eight other sites.

January has also launched Alabama Interactive's planning phases for the fifth version of the portal. Each year the site is enhanced in an effort provide the most relevant content with the most widely accepted technology and cutting edge offerings.

Customer Service

Customer service continued to provide support with assistance via phone and offline emails in January. Alabama Interactive responded to many phone calls to verify charges that constituents forgot about authorizing earlier in the month or in December for their various license renewals or tax payments.

January began the 4th Quarter for many online payments such as Industrial Relations Unemployment Tax Payment and Department of Revenue Tax Estimation and Extension. AI's customer service team worked with constituents to ensure that payments and appropriate information was collected successfully. Alabama Interactive also worked closely with the accounting division of the Department of Industrial Relations to help recharge over 20 return payments for the Department's Tax Payment application that came back due to processing errors.

Development

During the month of January the development team released one new application and two application updates. Working with the Alabama Information Services Division, the web design team completed the State Defense Force website redesign. This website was a redesign that was required to meet the standards set in place for the State Defense Force, Alabama Air National Guard and the Alabama Army National Guard. The Emergency Medical Services License Renewal application received a number of updates based on changes required by the board for the upcoming renewal period. We also completed an update that utilizes an automated interfaces to the Department of Revenues new secure FTP service that allows our application to access and post files to the FTP unassisted during nightly updates.

The AI Dev-Share team discussed the following practices and procedures during the month of January: technical documentation, peer code review, authentication, server upgrades and patches, and upgrading to Struts 2.0, which has now merged with WebWorks. As a result, the development team has added some additional steps that will be taken for all application as the technical documentation is completed. As an on-going practice, code and application reviews are continuing to be performed weekly. This enables the developers to share knowledge and technique as well as maintaining high levels of standardized within our current coding methodologies.

PROJECT REPORT

COMPLETED!

Completed in 2002

Alabama Board of Nursing	<ul style="list-style-type: none">· Renewal of Registered Nursing License· Reactivation of a Nursing License· Reinstatement of a Nursing License
Alabama Department of Public Safety	<ul style="list-style-type: none">· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	<ul style="list-style-type: none">· Renewal of Real Estate Licenses· Broker/Agent Certification
Alabama Secretary of State	<ul style="list-style-type: none">· Merchant Services

Completed in 2003

Alabama State Banking Dept.	<ul style="list-style-type: none">· Renewal of Small-Loan and MiniCode License· Renewal of Pawn Broker License· Renewal of Mortgage License
Alabama State Bar	<ul style="list-style-type: none">· Membership Renewal
Alabama Board of Chiropractic Examiners	<ul style="list-style-type: none">· Renewal of License· Licensee Verification
Alabama Department of Conservation and Natural Resources	<ul style="list-style-type: none">· Online Hunting and Fishing Licenses· Hunting and Fishing Licenses/Point-of-Sale· Probate Court Point of Sale Hunting and Fishing Licenses· Oak Mountain Bow Hunt Registration· Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	<ul style="list-style-type: none">· Alabama State Portal
Alabama Department of Insurance	<ul style="list-style-type: none">· Merchant Services· Merchant Services for Provider Renewals
Alabama Board of Nursing	<ul style="list-style-type: none">· License verification and disciplinary status-Subscriber· Name and Address Change· LPN Renewal
Alabama Real Estate Commission	<ul style="list-style-type: none">· Instructor License Renewal
Alabama Department of Revenue	<ul style="list-style-type: none">· Sales, Use and Lodging Tax Filings· Refund Status for Individual Income Tax
Alabama Secretary of State	<ul style="list-style-type: none">· UCC (Uniform Commercial Code) Filings

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-“Smoke School” Registration -Smoke School Fall Registration Updates

Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates
Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

Completed in 2006

Alabama State Board of Chiropractic Examiners	-Facility Renewal
Coastal Birdfest	-Merchant Service
Alabama Licensure Board for Interpreters and Translators	-License Renewal
Alabama Department of Public Health	-EMS License Renewal
Alabama Real Estate Commission	-Simple Transfers
Alabama Department of Revenue	-Certificates of Good Standing -Tax Estimations -IFTA Merchant Service
Alabama Department of Mental Health and Mental Retardation	-Case Manager Online Subscription Service
Farmers Market Authority	-Shopping Cart
Alabama Board of Social Work Examiners	-License Renewal
Alabama Board of Public Accountancy	-Firm Renewals
Alabama Board of Nursing	-Pay Fee/Fine Application
Home Medical Equipment Board	-License Renewal
Alabama Board of Physical Therapy	-License Renewal
Alabama Homebuilder Licensure Board	-Expired Individual License Renewal -Expired Inactive License Renewal
Alabama Board of Professional Engineers and Land Surveyors	-Certificates of Authorization
Department of Education	-Certification Payments (Fingerprinting/Background Checks)
Alabama Department of Conservation and Natural Resources	-Phone Sales -Alligator Hunt
Marriage and Family Therapy	-License Renewal
Alabama Heating and Air Conditioning Contractors Board	-License Renewal
Department of Finance, ISD	-IT Strategic Planning Application

Completed for 2007

Agency	Application	Description	Date Completed
Alabama Defense Force	Website Redesign	A redesign of the Alabama Defense Force Website	01/15/2007

Updates in 2006

Agency	Application	Description	Date Completed
Alabama Department of Public Health	EMS Renewal Updates	Updates to an existing application for the new year. New updates included code changes for business requirements	01/02/2007
Alabama Department of Revenue	FTP Updates	This is an update for the FTP at ADOR	01/08/2007
Alabama Board of Nursing	Database Switch	This is an update for an ABN database.	01/14/2007

IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is on hold by agency.	June 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in agency testing.	September 2005

Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is on hold by agency.	March 2006
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept echeck payments.	This application is in agency testing.	April 2006
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	This application is in agency testing.	April 2006
Alabama Department of Revenue	Consolidate d Financial Return	Online Consolidated financial return	This application is in agency testing.	April 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in agency testing.	April 2006
Alabama Department of Revenue	Privilege, Shares, Extensions (PSE)	This application will allow citizens to pay for their business taxes online	This application is in agency testing.	July 2006
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	This application is in agency testing.	September 2006
Department of Conversation and Natural Resources	Boat Registration for POS	POS for Boat Registration at Probates	This application is in agency testing.	January 2007

Alabama Board of Cosmetology	License Renewals	This application will allow Cosmetologists to renew their license online.	This application is in agency testing.	November 2006
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IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for exams.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Agriculture and Industries	Pesticide Education Tracking	This application will allow for online education tracking	This application is on hold by the agency	August 2006
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in development.	July 2006
Alabama Board of Registration for Foresters	Initial Application	This application will allow new Foresters to apply for a license online	This application is in the pre-project planning phase	December 2006
Alabama Department of Conservation and Natural Resources	Park Reservation System	Application to allow citizens to reserve camp sites	This application is in the pre-project planning phase	Fall 2007
LP Gas Board	Online motor fuel decal	Online motor fuel decal requests	This application is in the pre-project	February 2007

	requests		planning phase	
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in development	December 2006
Alabama State Board of Veterinary Medical Examiners	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	October 2007
Alabama Board of Respiratory Therapy	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	September 2007
Alabama Department of Revenue	Individual eFile application	Online application for individuals to electronically file their taxes	This application is in development	January 2007
Portal Version 5	Internal	New version of the Portal, alabama.gov	This application is in development	May 2007
Board of Optometry	License renewal	Online application for license renewals	This application is in the pre-project planning phase	March 2007

Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Nursing	Update for license verifications	Update for license verifications	This application is in development	December 2006
Department of Conservation and Natural Resources	magazine subscription adding renewal and gift option to app	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Conservation and Natural Resources	Update for Federal Duck Stamps	Update for Federal Duck Stamp (Phone)	This application is in testing	November 2006

Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	This application is in testing	September 2006
Alabama Department of Conservation and Natural Resources	Update for online canoe platform request	Update will allow users to see when dates are available for platforms	This application is in the pre-project planning phase	March 2007

SERVICE REQUESTS

Service Request #118

Alabama Board of Marriage and Family Therapy – Online Initial License Application

Alabama Interactive requests and recommends that this service for the Alabama Board of Marriage and Family Therapy is added to the network as a charge service. The online license renewal application will be developed at no cost to the Alabama Board of Marriage and Family Therapy.

Service Request #119

Alabama Board of Home Medical Equipment Services Providers – Online Initial License Application

Alabama Interactive requests and recommends that this service for the Alabama Home Medical Equipment Board is added to the network as a charge service. The online license renewal application will be developed at no cost to the Alabama Home Medical Equipment Board.

Service Request #120

Alabama Board of Optometry – Online License Application

Alabama Interactive requests and recommends that this service for the Alabama Board of Optometry is added to the network as a charge service. The online license renewal application will be developed at no cost to the Alabama Board of Optometry.

Service Request #121

Alabama Board of Court Reporting – Online Initial License Application

Alabama Interactive requests and recommends that this service for the Alabama Board of Court Reporting is added to the network as a charge service. The online initial license application will be developed at no cost to the Alabama Board of Court Reporting.

MONTH IN REVIEW

Total January AI Network Transactions	216,805
Average Successful Request per Day:	6,993
Total January alabama.gov Visitors:	218,297
Total January alabama.gov Page Views:	915,276
Total January alabama.gov Chats or Offline Messages from Live Help:	347

OPERATIONS & ADMINISTRATION

In January, AI completed a site map for the proposed version five of the portal redesign. AI will continue to move forward on the design and creating some new and exciting features for 2007.

Preliminary meetings were held with the new Secretary of State Representatives to open discussions about implementing SOS services that are currently offered in other states.

OTHER BUSINESS/IN CLOSING

In closing, January has been a busy month as many license renewal periods have come to a close. Our project managers have been working very close with each of our partners to ensure successful data transmissions and reconciliations in this busy period.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright